Issued date:
11/18/2014

Effective date:
11/18/2014

Background:
To provide staff with case clearance procedures and guidelines for case selection in CalWIN.

Policy:
All applicants and recipients in a household must be cleared prior to pending the application.

Clearing must be done to:
- Find out whether the individual is known to MEDS and CalWIN.
- Determine the correct case name and case number.
- Prevent:
    - duplicate issuance of benefits
    - discrepancies between CalWIN and MEDS
    - creation of duplicate MEDS records
    - creation of new case numbers in error

Individuals should also be cleared in the following systems:
- Tracking Recipients Across California Information System (TRAC)
- SD LAW
- HOME (homeless assistance)

Note: CalHEERS/AuthMed/IDX will be cleared by designated staff.

Procedure:

Case Clearance Procedures

Clearing must be done to:
- Find out whether the individual is known to MEDS and CalWIN.
- Determine the correct case name and case number.
- Prevent:
    - duplicate issuance of benefits
    - discrepancies between CalWIN and MEDS
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Note: CalHEERS/AuthMed/IDX will be cleared by designated staff.

Case   A case number can only have one active cash aid program at a time.

Selection

Cash aid programs include:
- General Relief (GR)
- CalWORKs/Refugee Cash Assistance (CW/RCA)
- Cash Assistance Programs for Immigrants (CAPI)
- Foster Care (FC)
- Adoptions Assistance Program (AAP)
- Kin-GAP (KG).

Important Notes:
- CalFresh is not a cash aid program
- New programs must not be added to FC, AAP, or KG cases (identified by a "J" worker number).
- Minor Consent case numbers, CWINs, and CINs are confidential and cannot be reused for any other program.

Example:	A customer applies for CalFresh and has an active GR case. Select the active GR case number to use for CalFresh.

[Click Here](#) for the FRC Reference Guide for Foster Care (FC), Adoption Assistance Program (AAP), and Kin-GAP (KG).

Reminders:
- When a single-parent case closes and the other parent applies, a new case number is assigned.
- When a two-parent case closes, the first parent to reapply is assigned that case number.
- When children are moved into the custody of another caretaker relative a new or existing case number in the caretaker relative's name is assigned.
- When there is no active case:
  -For CalWORKs, select the case number with the CalWORKs history.
  -For all other programs, select the case number that closed most recently.
- Caretaker Relatives cases should be in the caretaker relative's name. If/when the absent parent(s) reapplies, the returning parent would get his/her own case number.

MEDS   The MEDS system assigns a Client Index Number (CIN) to each person. The Social Security Number (SSN), name, and address should all be used to locate any existing records.

Note: AAP cases do not require a SSN; therefore most AAP children have a PSEUDO number assigned in MEDS.

Inquire and print the following screens:

MEDS Screen	Purpose
INQN	Inquiry by: • Name and Birth Date • Address

	• Scored name (SCI) • Fuzzy name (SCI) • MEDS name • CIN/SSN
INQW	County number and Case Number
INQM	Medi-Cal/CMSP – Primary
INQF	CalFresh Record
INQ1, 2 and 3	Special Medi-Cal Programs 1, 2, and 3
INQX	Title XVI-SSI/SSP

If no record is found, notate "NR" on the Welcome Form (16-94 HHSA).

Note: Press F8 in MEDS to page through screens that contain data for individual.

CalWIN CalWIN assigns a CalWIN Identification Number (CWIN) to each person.

The following chart outlines the clearing process in CalWIN.

Step	Action
1	Click **Inquiry** on the Navigate CalWIN window.
2	Double click on the **Client Inquiry** heading in the "Action" group box.
3	Select the **Inquire on Individual** window, click open
4	Enter search parameters in **Primary Parameters** group box, click search button. All matching individuals should display; if no data, search criteria can be changed. Search can be refined by entering additional criteria in **Secondary Parameters** group box as needed, or by using the transpose button.
5	If no match, a new record can be created.
6	If searched individual is found, select from the list of search results and click on **Case List** button.
7	If more than one case number is found, research to determine if the application can be attached to an existing case number, or if a new number must be assigned (refer to CalWIN Case Serial Number Selection Chart)
8	Click on Case Details button to review the **Programs**, **Application List**, **Case Members** and **Case Payee** tabs.
9	After a person is cleared through CalWIN, the system will initiate the State Client Index (SCI) search for potential matches.
10	Close the inquiry tabs.

The CWIN and CIN of an AAP child will never be attached to their former identities as known in prior aid cases, even if the SSN is a match.

Case Name The case name is the name of the primary adult applicant for most programs. For Foster Care and Kin-GAP, the case name is the child's name. AAP cases are in the adoptive parent's name.

In a two-parent household, the mother is considered to be the primary applicant. The second parent is the secondary applicant on the case.

Case Name Changes

Changes to the case name may be made by eligibility staff when:

- There is a name change due to marriage or divorce, or other legal name change (AAP cases excluded).
- The primary applicant leaves the home in a two-parent household and there is another active parent (secondary applicant) in the household who can legally assume responsibility for the case (AAP cases included).

Note: If both parents leave the home, the person who has assumed responsibility for caring for the child (ren) must submit a new application and will be considered the primary applicant.

Reminder: Case comments must be entered when changing the case name.

Exceptions: Certain exceptions may apply based on rules of specific programs. All exceptions must be approved by a supervisor.

Case Payee   The payee name is the name of the person who is issued benefits, Notices of Action (NOA's), and other correspondence for the household.

Eligibility staff and the applicant(s) will decide who will be the payee for the household at the time of the interview.

Exceptions: Certain program rules may dictate who the payee will be, such as Foster Care. All exceptions must be approved by a Supervisor.

Payee Changes
The payee name may be changed by eligibility staff when the current payee:
- Has a legal name change.
- Leaves the household and/or is discontinued from the case and there is another active parent (secondary applicant) in the household who can legally assume responsibility for the case.

Reminder: Case comments must be entered when changing the case payee.

Case Number	**New case Numbers**	New case numbers are generated through the (App Reg) process when: • There is no history of a case number in the CalWIN system; • Foster Care Medi-Cal only (45 aid type) is requested; • Minor Consent that is requested does not exist in CalWIN; • The RRR paperwork has been received for a CEC; or • FFCC referral from Foster Care or AAP is received.
	Existing Numbers	Follow the guidelines to determine if an existing case number should be used. For instance, if there is not an existing case in CalWIN, a message code will come up stating: **"No data found for the entered search criteria."** There are some exceptions, such as incorrect applicant information, misspellings or typographical error.

Impacts:
All Programs

References:
Case Selection Criteria

Sunset Date:
11/18/2015